

Listing of Claims:

1. (Currently Amended) A repair request handling method comprising:

~~allowing a client terminal to provide~~ displaying a display
~~at a client terminal of a client for urging a selection input of~~
5 ~~information for identifying each a type of product as a repair~~
~~object;~~

~~subsequently allowing said client terminal to display~~
displaying a question at the client terminal for checking a
~~trouble~~ malfunction state of ~~an the~~ identified repair object
10 ~~product, when there is the selection input of the information for~~
~~identifying the repair object product;~~

identifying a ~~trouble~~ malfunction based on an answer to the
displayed question and ~~trouble~~ malfunction information stored in
a ~~trouble~~ malfunction information database, ~~when there is the~~
15 ~~answer to the question from said client terminal;~~

calculating an estimate of a cost required for a repair of
the ~~trouble~~ malfunction and a date of delivery by of a repair
component based on the identification of the ~~trouble~~ malfunction;
and

20 ~~allowing said~~ displaying at the client terminal ~~to display~~
the calculated estimate and the date of delivery, ~~and to provide~~
~~a display for allowing a client to select presence/absence of~~

selectable options for making a repair request ~~or purchase of and~~
for purchasing a new product.

2. (Currently Amended) The repair request handling method according to claim 1, further comprising updating the ~~trouble~~ malfunction information ~~of in the trouble malfunction~~ information database based on the identified malfunction ~~trouble, when the trouble is identified.~~

3. (Currently Amended) The repair request handling method according to claim 1, further comprising:

~~allowing the client terminal to provide~~ displaying a display ~~at the client terminal for urging an input of~~ inputting client
5 information ~~such as a client name, when there is a selection~~
~~input of the option for making~~ the repair request ~~from is~~
selected at the client terminal; and

~~defining acceptance of~~ accepting the repair request, when
~~there is the input of the predetermined client information from~~
10 is input at said client terminal.

4. (Currently Amended) The repair request handling method according to claim 3, further comprising instructing collection of the repair object ~~product~~ from the client, when ~~the acceptance of the repair request is defined~~ accepted.

5. (Currently Amended) The repair request handling method according to claim 4, further comprising updating the ~~trouble~~ malfunction information ~~of in the trouble malfunction~~ information database based on the identified malfunction ~~trouble, when the trouble is identified.~~

6. (Currently Amended) The repair request handling method according to claim 3, further comprising instructing collection of the repair object ~~product~~ from the client and radio-transmitting money collection information to a radio mobile terminal, when ~~the acceptance of the repair request is defined~~ accepted.

7. (Currently Amended) The repair request handling method according to claim 6, further comprising updating the ~~trouble~~ malfunction information ~~of in the trouble malfunction~~ information database based on the identified malfunction ~~trouble, when the trouble is identified.~~

8. (Currently Amended) The repair request handling method according to claim 3, further comprising updating the ~~trouble~~ malfunction information ~~of in the trouble malfunction~~ information database based on the identified malfunction ~~trouble, when the trouble is identified.~~

9. (Currently Amended) A repair request handling method comprising:

~~allowing a client terminal to provide~~ displaying a display
~~at a client terminal of a client for urging a selection input of~~
5 ~~information for identifying each~~ a type of product as a repair
object;

~~subsequently allowing said client terminal to display~~
displaying a question at the client terminal for checking a
~~trouble~~ malfunction state of ~~an~~ the identified repair object
10 ~~product, when there is the selection input of the information for~~
~~identifying the repair object product;~~

identifying a ~~trouble~~ malfunction based on an answer to the
displayed question and ~~trouble~~ malfunction information stored in
a ~~trouble~~ malfunction information database ~~, when there is the~~
15 ~~answer to the question from said client terminal;~~

calculating an estimate of a cost required for a repair of
the ~~trouble~~ malfunction and a date of delivery ~~by~~ of a repair
component based on the identification of the ~~trouble~~ malfunction;

~~allowing said~~ displaying at the client terminal ~~to display~~
20 the calculated estimate and the date of delivery, ~~and to provide~~
~~a display for allowing a client to select presence/absence of~~
selectable options for making a repair request ~~or purchase of and~~
for purchasing a new product; and

25 ~~reading and displaying at the client terminal~~ new product information of the same type of product type as ~~that of the identified~~ repair object, product said new product information being read from a new product information database.

10. (Currently Amended) The repair request handling method according to claim 9, further comprising prohibiting the new product information from being displayed ~~in~~ at the client terminal, when a purchase date of the identified repair object ~~product~~ is within a predetermined period.

11. (Currently Amended) The repair request handling method according to claim 10, further comprising updating the ~~trouble malfunction~~ information ~~of in~~ the ~~trouble malfunction~~ information database based on the identified malfunction trouble, ~~when the trouble is identified.~~

12. (Currently Amended) The repair request handling method according to claim 9, further comprising updating the ~~trouble malfunction~~ information ~~of in~~ the ~~trouble malfunction~~ information database based on the identified malfunction trouble, ~~when the trouble is identified.~~

13. (Currently Amended) The repair request handling method according to claim 9, ~~further comprising reading wherein the~~
~~displayed~~ new product information ~~of the~~ corresponds to a same
price group ~~and the same product type as those of the~~ identified
5 repair object ~~product from the new product information database~~
~~and displaying the new product information in said client~~
~~terminal.~~

14. (Currently Amended) The repair request handling method according to claim 13, further comprising prohibiting the new product information from being displayed ~~in~~ at the client terminal, when a purchase date of the identified repair object ~~product~~ is within a predetermined period.

15. (Currently Amended) The repair request handling method according to claim 14, further comprising updating the ~~trouble~~ malfunction information ~~of in the trouble~~ malfunction information database based on the identified malfunction ~~trouble, when the~~
~~trouble is identified.~~

16. (Currently Amended) The repair request handling method according to claim 13, further comprising updating the ~~trouble~~ malfunction information ~~of in the trouble~~ malfunction information

database based on the identified malfunction ~~trouble, when the~~
~~trouble is identified.~~

17. (Currently Amended) The repair request handling method
according to claim 9, ~~further comprising reading wherein the~~
~~displayed~~ new product information ~~of the~~ is in a same price group
of as an estimated ~~amount and the same product type as those~~
5 repair cost of the identified repair object ~~product from the new~~
~~product information database and displaying the new product~~
~~information in said client terminal.~~

18. (Currently Amended) The repair request handling method
according to claim 17, further comprising prohibiting the new
product information from being displayed ~~in~~ at the client
terminal, when a purchase date of the identified repair object
5 ~~product~~ is within a predetermined period.

19. (Currently Amended) The repair request handling method
according to claim 18, further comprising updating the ~~trouble~~
malfunction information ~~of in the trouble~~ malfunction information
database based on the identified malfunction ~~trouble, when the~~
5 ~~trouble is identified.~~

20. (Currently Amended) The repair request handling method according to claim 17, further comprising updating the ~~trouble malfunction~~ information ~~of in the trouble malfunction~~ information database based on the identified malfunction ~~trouble~~, ~~when the trouble is identified.~~

21. (Currently Amended) A repair request handling method comprising:

~~allowing a client terminal to provide~~ displaying a display ~~at a client terminal of a client for urging a selection input of~~
5 ~~information for identifying each a type of product as a repair~~
~~object;~~

~~subsequently allowing said client terminal to display~~
displaying a question at the client terminal for checking a
~~trouble malfunction~~ state of ~~an the~~ identified repair object
10 ~~product, when there is the selection input of the information for~~
~~identifying the repair object product;~~

identifying a ~~trouble malfunction~~ based on an answer to the
displayed question and ~~trouble malfunction~~ information stored in
a ~~trouble malfunction~~ information database, ~~when there is the~~
15 ~~answer to the question from said client terminal;~~

calculating an estimate of a cost required for a repair of
the ~~trouble malfunction~~ and a date of delivery ~~by~~ of a repair
component based on the identification of the ~~trouble malfunction~~;

20 ~~allowing said displaying at the client terminal to display~~
~~the calculated estimate and the date of delivery and to provide~~
~~displaying a display for allowing a at the client to select~~
~~presence/absence of terminal including selectable options for~~
~~making a repair request or purchase of and for purchasing a new~~
~~product;~~

25 ~~allowing the client terminal to provide displaying a display~~
~~at the client terminal for urging an input of inputting client~~
~~information such as a client name, when there is the selection~~
~~input one of the selectable options for making the repair request~~
~~from and for purchasing the new product is selected at said~~
30 ~~client terminal; and~~

~~defining acceptance of accepting the selected one of the~~
~~repair request and the purchase of the new product, when there is~~
~~the input of the predetermined client information from is input~~
~~at said client terminal.~~

35 ~~or allowing the client terminal to provide the display for~~
~~urging the input of the client information such as the client~~
~~name, when there is the selection input of the purchase of the~~
~~new product from said client terminal; and~~

~~defining the acceptance of the purchase of the new product,~~
40 ~~when there is the input of the predetermined client information~~
~~from said client terminal.~~

22. (Currently Amended) The repair request handling method according to claim 21, further comprising instructing collection of the repair object ~~product~~ from the client, when ~~the acceptance of the repair request is defined~~ accepted.

23. (Currently Amended) The repair request handling method according to claim 22, further comprising updating the ~~trouble malfunction~~ information ~~of in the trouble malfunction~~ information database based on the identified malfunction ~~trouble, when the trouble is identified~~.

24. (Currently Amended) The repair request handling method according to claim 21, further comprising instructing collection of the repair object ~~product~~ from the client and radio-transmitting money collection information to a radio mobile terminal, when ~~the acceptance of the repair request is defined~~ accepted.

25. (Currently Amended) The repair request handling method according to claim 24, further comprising updating the ~~trouble malfunction~~ information ~~of in the trouble malfunction~~ information database based on the identified malfunction ~~trouble, when the trouble is identified~~.

26. (Currently Amended) The repair request handling method according to claim 21, further comprising updating the ~~trouble~~ malfunction information ~~of in the trouble malfunction~~ information database based on the identified malfunction ~~trouble~~, ~~when the trouble is identified.~~

27. (Currently Amended) The repair request handling method according to claim 26, further comprising:

displaying ~~questionnaires of at the client terminal a~~ questionnaire generated by a question selection system ~~having~~
5 ~~different contents in the client terminal based on the one of: a~~
selection ~~input~~ of the option for making the repair request, ~~the~~
~~selection an input of that repair of the identified product is~~
unnecessary repair, ~~or the and a selection input~~ of the option
for purchasing the new product ~~purchase~~; and

10 taking answers to the ~~questionnaires~~ questionnaire from said client terminal.

28. (Currently Amended) A repair request handling apparatus comprising:

first display control means for ~~allowing a client terminal~~
~~to provide~~ displaying a display at a client terminal of a client
5 ~~for urging a selection input of information for identifying each~~
a type of product as a repair object;

second display control means for ~~allowing the client~~
~~terminal to display~~ displaying a question at the client terminal
for checking a ~~trouble~~ malfunction state of ~~an the~~ identified
10 repair object product, ~~when there is the selection input of the~~
~~information for identifying the repair object product from said~~
~~client terminal;~~

a ~~trouble~~ malfunction information database in which
respective types of ~~trouble~~ malfunction information are stored;

15 ~~trouble~~ malfunction identification means for identifying a
~~trouble~~ malfunction based on an answer to the displayed question
and the ~~trouble~~ malfunction information stored in the ~~trouble~~
malfunction information database, ~~when there is the answer to~~
~~the question for checking the trouble state from said client~~
20 ~~terminal;~~

means for calculating an estimate of a cost required for a
repair of the ~~trouble~~ malfunction and a date of delivery of a
repair component based on the ~~trouble~~ malfunction identified by
the ~~trouble~~ malfunction identification means;

25 a new product information database in which respective types
of new product information are stored; and

third display control means for ~~allowing said~~ displaying at
the client terminal to display the calculated estimate and the
date of delivery, ~~and to provide a display for allowing a client~~
30 ~~to select presence/absence of~~ selectable options for making a

repair request ~~or purchase of~~ and for purchasing a new product at
the client terminal, and ~~reading and displaying~~ new product
information of the same type of product ~~type~~ as ~~that of~~ the
repair object, ~~product~~ said new product information being read
35 from said new product information database.